

**REQUEST FOR PROPOSAL NO. PS20210888
SECURITY SYSTEMS**

QUESTIONS AND ANSWERS NO. 5

ISSUED ON: NOVEMBER 30, 2021

Q1	Please confirm if there are any financial penalties pertaining to KPIs?
A1	The defined KPIs will be used to govern the successful Proponent’s service performance during the term of established Agreement. Failure to deliver the services satisfactorily following the established KPIs may be considered as a major breach of the Agreement and could result the Agreement being terminated. Proponents are encouraged to reference these defined KPIs to ensure its capacity and capability are warrant to deliver the required services prior to submitting a proposal.
Q2	For Requirement E - page B-49 speaks of emergency calls that are to be answered within 1 ring. Can the City give some further description as to the type of emergency calls that VPL would have?
A2	Relating to emergency calls from VPL to the security provider head office call centre: Calls of this emergency nature would likely be infrequent, and would mainly relate to such things as: any serious or critical incidents involving, or between, guards; serious injuries involving guards; very serious or critical events that the guard team (or any individual guard) has been involved in or witness to, and we are advising that they likely will require post-incident mental health or other support and follow-up; unplanned events such as public assemblies that were not anticipated and we are asking for additional emergency guard coverage.
Q3	For Requirement E - the description of mobile services seems to be of an alarm or emergency response nature. Are there any predefined mobile patrols and/or mobile stops required for the libraries?
A3	No - the only VPL mobile response is of an alarm or emergency response nature.
Q4	For Requirement E - could a Supplier propose an alternate billing method for mobile. This alternative being per stop or per alarm/emergency response.
A4	Yes, in addition to providing the mobile guard pricing in Table 5, Proponent may propose alternate solution in Table 6 Innovative and Alternate Solutions. Similarly, for Pricing - CPS, in addition to providing the mobile services pricing in Table 1a, Proponent may propose alternate solution for mobile services in Table 4 Innovative and Alternate Solutions.